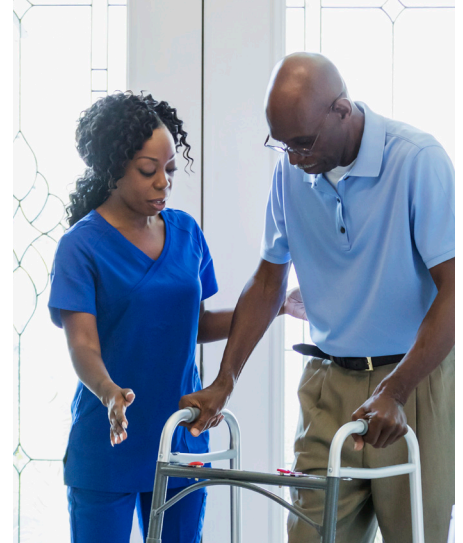


Partnership profile

At its best, post acute care can make a real difference in the lives of health plan members recovering from a hospital stay. To help members reach their health goals requires true collaboration between all the stakeholders and a mutual commitment to best-practice care. The close working relationship between Interim HealthCare, Carelon, and our health plan clients is an example of this kind of partnership.

Read on to learn how together we accelerated better outcomes and better experiences in post acute care.



Partnering for success

The partnership | In 2017, we forged a relationship with Interim to deliver consistent, evidence-based post acute care for our health plan clients and their members. We needed a provider organization that could ensure quality while efficiently navigating complex federal, state, and local challenges in our clients' markets.

For Interim, our partnership offered an automated technology to streamline the workflow of their team of home healthcare providers. It also helped Interim ensure best-practice care through our clinical review process and training programs.

The process | Our partnership ensures high-quality, home-based care to health plan members who are either homebound or in need of additional care after a hospital stay. When a member is released from the hospital and assigned to Interim, an Interim provider visits the home, performs an initial assessment, and develops a recommended care plan.

The Carelon team then reviews the plan, applying the most current, evidence-based medical standards, and either approves it or provides meaningful feedback to enhance it.

Submitting the proposed care plan to us for a second opinion is a critical part of the treatment process. This ensures that all innovative treatment options are considered and reviewed, and that the most appropriate plan of action is administered. Our automated platform makes the review process seamless and efficient.

Interim HealthCare:

A leader in patient-centered home healthcare

Since 1966, Interim HealthCare has been an industry leader with more than 40,000 healthcare professionals in 41 states providing home, hospice, and medical staffing services to nearly 200,000 patients annually.

Like us, Interim works to deliver home healthcare with a patient-centered approach that supports the mind and body and allows for a more comfortable quality of life in post acute recovery in the home.



Our partnership difference

“We were in a home addressing social determinants of health on behalf of Carelon. There were two patients, and they were both suicidal, but because of our intervention, they did not follow through. That’s the result of the right service delivery with the right caregiver. We’re patient-centered and that’s made all the difference.”

– **Michael Moran**
Senior Vice President
Interim HealthCare



Why the partnership works

Our partnership has succeeded because of three compelling, shared values:

- 1. Patient-centered care:** We both recognize that care is not only a matter of medication or therapy, but that social factors play a major role. Our comprehensive treatment plans address each patient’s needs holistically.
- 2. Focus on key indicators of quality:** An important way to measure patient care success is through the Medicare Star Ratings program and HEDIS measures. We work together to improve these scores by successfully closing gaps in care.
- 3. Accountability:** Both partners understand the importance of delivering care in the most efficient manner possible. The focus creates a better workflow for care providers, delivers strong financial results, and supports high standards of care.

Through our shared values and strong commitment, the health plan members we serve benefit from better post acute care experiences, Interim’s team of care providers benefit from a streamlined workflow, and our health plan clients benefit from evidence-based care and lower costs.

“Our partnership makes a ton of sense. We’re focused on the same things, and that is how we keep people happy and healthy at home in the most efficient, high-quality way possible.”

– **Jennifer Sheets, CEO and President, Interim HealthCare**